



Virtual Emergency Protocol

Modifying BH emergency protocols in the context of virtual health

Safety concerns (suicidal ideation)

- Patients may express considerable stress without triggering safety concerns; these patients can be referred for BH triage/assessment through existing clinic workflows
- A safety concern arises if patient has any of the following:
 - **A plan** to harm self or others
 - **The intent** to carry out the plan
 - **The means** to implement the plan

Key considerations

- **Identify patient location** in case of emergency
 - Confirm during virtual rooming or during visit
 - Obtain back up phone number in case call is disconnected
- **Identify local behavioral health crisis and stabilization service**
 - Will assess patient in the community as an alternative to ER
 - Ensure care teams aware of how to connect patient to service

**While rare, BH emergencies can arise in virtual health settings.
The focus remains on collaborative safety planning when feasible.**

Sample emergency protocol workflow for virtual health visits

